



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE**

**REQUEST FOR INFORMATION
FOR
MANUFACTURED HOUSING INSPECTION (MFH) SYSTEM**

RFI # 33501- 2325368

June 23, 2023

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Commerce and Insurance ("TDCI") issues this Request for Information ("RFI") for the purpose of identifying vendors with expertise and experience in delivering solutions for managing TDCI's manufactured housing installation, inspection, decal inventory, and enforcement actions system and database. The information obtained from responses to this request will be used by TDCI to plan the future procurement strategy for TDCI's manufactured housing installation, inspection, decal inventory, and enforcement actions system and database. We appreciate your input and participation in this process.

Throughout this RFI, TDCI seeks information on software solutions that currently exist in a cloud-based production environment to support the Manufactured Housing Inspection (MFH) System. The State is seeking a Software as a Service (SaaS), custom-off-the-shelf (COTS) application with a modern platform and user interface. The platform should utilize a hybrid approach with out-of-the-box functionality and a highly configurable solution. TDCI will review responses to questions contained within this RFI and intends to observe the functionality of the vendors' solutions in demonstrations. For the future procurement strategy, TDCI is planning to consider all options available to meet the current and future needs of the system as set forth in Section 3 of this RFI.

2. BACKGROUND:

TDCI and its Commissioner are statutorily authorized and directed to investigate and examine engineering and construction practices and techniques, the properties of construction materials used in the construction and assembly of manufactured homes, their electrical, plumbing, heating and other systems and appliances, fire prevention and protective techniques, and measures to promote safety of persons and property and protect the health of users of such manufactured homes. Pursuant to Tennessee Code found at T.C.A. § 68-126- 201 et seq., all manufactured homes may be inspected for compliance with applicable standards by qualified manufactured housing inspectors provided by the Commissioner.

Installers must apply for an installation permit prior to installing a manufactured home and pay the inspection fee of forty-five dollars (\$45.00) to the county clerk. The county clerk then remits a portion of that fee to the Commissioner and sends a report of the license numbers of the installers and retailers who purchase permits and the corresponding permit numbers sold.

Additionally, upon payment, the county clerk provides the installer with a permit decal (“decal”) that the installer must place inside the electrical panel box cover of the manufactured home. The Commissioner is statutorily required to account for all decals.

The Commissioner is also statutorily required pursuant to T.C.A. § 68-126-406 to ensure that at least five percent (5%) of manufactured homes installed in the state of Tennessee each year are inspected; provided, however, that there shall be at least one (1) inspection of a home installed by each installer each year. Currently, there are approximately 4200-4500 installations annually and 2400-2650 inspections per year. The Commissioner has six (6) field inspectors to conduct these inspections.

The current database used to manage this information and assist with statutory compliance is insufficient to handle the current volume. TDCI is seeking a new database solution. The information obtained through this RFI will be utilized to plan and prioritize the future of the MFH solution

3. **PROPOSED SOLUTION(S):** TDCI is requesting to review Commercial Off-the-Shelf (COTS) solutions available to meet all or most of the needs listed in the List of Business needs (Table 3.1) below.

Table 3.1: List of Business Needs

	ENFORCEMENT AND INSPECTION
1.	<p>Inspection Form. The system shall allow for the creation of inspection forms, and for identified users to edit, utilize, and complete said forms. Additionally, the system shall maintain a record of the forms.</p> <p>For example, the system shall have the capacity for identified users to complete a set-up inspection form containing the following information:</p> <ol style="list-style-type: none"> a. Decal number. b. Date of inspection. c. Type of inspection. d. Check re-inspection box if applicable. e. Inspector name. f. Inspection result. g. Option for re-inspection information. <p>The system shall allow users who have been granted permission to be able to attach supporting documentation and inspection forms to the reports.</p>
2.	<p>Inspection Assignment. The system shall filter and assign inspections to field inspectors based on their assigned region. The system shall allow for the ability to restructure and reassign the regions as necessary.</p>
3.	<p>Route Optimization. The system shall provide route optimization for inspections based on field inspectors' assigned regions.</p>
4.	<p>Decal Numbers. The system shall generate decal numbers, track and monitor decals issued, and generate daily, monthly, and yearly reports for all decals issued.</p>
5.	<p>Customer Facing Portal. The system shall provide a customer facing portal for county clerks to enter information, request installation decals, report decals sold on a weekly and monthly basis, and remit payment to the state for each fees collected.</p>
6.	<p>Ensure Statuary Compliance. The system shall automatically schedule and assign inspections to field inspectors in a manner that ensures statutory compliance, as set forth below:</p> <ul style="list-style-type: none"> • Inspections shall occur within twenty (20) business days after the commissioner's receipt of the installer's report • At least five percent (5%) of manufactured homes installed in the state of Tennessee each year are inspected

	<ul style="list-style-type: none"> Additionally, that there shall be at least one (1) inspection of a home installed by each installer each year Ninety-five percent (95%) of installations in distressed counties must be inspected
7.	Plan of Corrective Action ("POCA"): The system shall maintain POCA schedules and alert identified users of any past due required documents.
DATA WAREHOUSE AND REPORTING	
8.	The system shall provide the ability to create lists of data that will provide values for data fields.
9.	The system shall have the ability to store and organize records online for a specified number of years based on record type.
10.	The system shall provide data management features that eliminate the redundant maintenance of duplicate data (e.g., relational database, etc.).
11.	The system shall allow for the configuration and maintenance of alternate data to search the database.
12.	The system shall have ability to generate reports from data based on varying needs.
MIGRATION & SYSTEM CONFIGURATION	
13.	All Access back-end data shall map and migrate over to new application.
14.	All fields shall transfer to the new application as it is user created.
15.	Transferring field as is. Potentially, if they enhance their current business process, it could affect Workflow.
16.	An initial migration for UAT and data validation, then at go live upload the delta filed/data.
17.	Manual Push.
18.	A connection to TN state network for reporting purposes. Tableau is still on prem, so if the business wants any future reporting, we will need to discuss a Business to Business (B2B) VPN connection setup as a possible requirement.
USER LOG-IN SECURITY	
19.	Security Roles. The system shall: <ul style="list-style-type: none"> a. Contain a user maintenance function that allows business/IT users with system administration rights to maintain access and security roles of each user; b. Provide the ability to assign multiple users to a single role and multiple roles to a single user; c. Provide role-based access within the system including but not limited to read-only access and administrative access.
20.	User Log-in Security. <ul style="list-style-type: none"> a. The system shall support unique user identification. b. The formats and requirements for User ID and account passwords will be configurable to meet State of TN security regulations. c. The system shall provide the ability for a user to reset a forgotten password. d. The system shall provide the ability to automatically log off users after a configurable inactivity period.
SYSTEM REQUIREMENTS	
21.	Cloud Hosting , which integrates with the State's Active Directory for approximately 400 users
22.	Data Requirements , consisting of framework for system operation and tables for essential license management while safeguarding personal identifiable information
23.	Performance Requirements , ensuring the system is available 99.9% of the time except for scheduled maintenance as defined by TDCI
24.	Security that meets all requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
25.	Audit trail , for changes in the database, including timestamp and user associated with the change.
26.	Backup and Recovery of the system that adheres to State regulations
27.	Date and Time Synchronization , which supports multiple time zones

4. COMMUNICATIONS:

4.1. Please submit your response to this RFI to:

Jim Hightower Director of Permits & Licensing
Tennessee Department of Commerce and Insurance
Davy Crockett Tower, 11th Floor
500 James Robertson Parkway
Nashville, TN 37243
Jim.Hightower@tn.gov

4.2. Please feel free to contact the Department of Commerce and Insurance with any questions regarding this RFI. The main point of contact will be:

Kayla Heggie Director of Business Process Improvement
Tennessee Department of Commerce and Insurance
Davy Crockett Tower, 11th Floor
500 James Robertson Parkway
Nashville, TN 37243
Kayla.Heggie@tn.gov

4.3. Please reference RFI # 33501-231023 with all communications to this RFI.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		June 23, 2023
2.	Written "Questions & Comments" Deadline	2:00PM	July 21, 2023
3.	State Response to Written "Questions & Comments"	2:00PM	August 4, 2023
4.	RFI Written Response Deadline	2:00PM	August 25, 2023
5.	State Completes Review of Responses and Schedules Demonstrations	4:30PM	September 8, 2023
6.	State Scheduled RFI Demonstrations	9:00-4:30PM	September 26- September 28, 2023

6. GENERAL INFORMATION:

6.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

- 6.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 6.3. The RFI Coordinator will invite each Respondent, who is apparently responsive and responsible, to provide a demonstration of relevant functionality. Demonstrations will be held according to the schedule in Section 5 above at the following location:

Tennessee Department of Commerce and Insurance
Davy Crockett Tower, Conference Room TBD
500 James Robertson Parkway
Nashville, TN 37243

- 6.4 Demonstrations provide an opportunity for Respondents to explain and clarify their responses. Respondent pricing shall not be discussed during demonstrations.
- 6.5 RFI Responses become property of the TDCI and shall remain confidential unless a formal solicitation is completed. If a formal solicitation is completed, all RFI response materials will become part of the procurement file and will be available for public inspection.
- 6.6 The RFI Coordinator will schedule Respondent demonstrations during the period indicated by the RFI Section 5.5, Schedule of Events. When the Respondent demonstration schedule has been determined, the RFI Coordinator will contact Respondents with the relevant information during the period indicated by RFI Section 5.6, Schedule of Events.
- 6.7 Demonstrations will be limited to one hour and will follow the agenda outlined below:

ITEM	TIME
Introduction: Company background information, including description of projects completed in similar scope and size.	5 minutes
List of Business Needs: Demonstrate how the company meets all or most of the business needs described in Table 5.1	25 Minutes
Best-in-class Solutions: Demonstrate new and upcoming features that the company's solution offers, which sets the application apart from others in the regulatory space.	15 Minutes
Questions & Answers: TDCI and STS leadership will present any questions based on the demonstration.	15 minutes

- 6.4. The State will not pay for any costs associated with responding to this RFI.

7. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #33501-2C0302 TECHNICAL INFORMATIONAL FORM	
1. RESPONDENT LEGAL ENTITY NAME:	
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:	
3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS	
4. Vendor background experience and implementation of similar projects: 1. Describe up to three (3) projects in which your company has implemented, maintained, and hosted an enterprise-wide system for Installation, Inspection, Decal Inventory, and enforcement. For each project, please provide the following information: a. Client Name and Industry, e.g., TDCI agency, professions regulated, <i>etc.</i> b. Name of the project c. Brief description of the project d. Size of the project in terms of: number of professional license designations, number of transactions configured, number of transactions submitted annually, number of online users, number of back-office users, number of enforcement cases annually, number of inspections annually. e. Technology platform and architecture f. Interfaces/interoperability with other applications or organizations g. Length of the project and the implementation date h. The services and activities that your company performed for the project and the activities that the customer performed i. Is the system still in use today? If yes, who is providing maintenance, support, and hosting services? j. Can TDCI contact this entity for reference? If yes, please provide the contact information. k. What standards or best practices are met by the solution(s)?	
5. Proposed Solution: Describe your solution(s) that meet the critical needs of TDCI. How does your solution(s) deliver the business needs described in Section 3?	
6. Infrastructure and Technology: a. Describe the recommended cloud computing service for your technology. b. Describe how your system(s) meets security requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html .	

<ul style="list-style-type: none"> c. Describe the audit process within the product, including disaster recovery testing. d. Describe how Personally Identifiable Information (PII) is secured. e. Is the data encrypted at rest and in transit? f. What is the encryption level?
<p>7. Software – Interfacing/Interoperability: Describe the interfaces and interoperability you have implemented with and between initial and continuing education, errors and omissions insurance, bond, TBI and FBI background checks, third-party billing systems, accounts receivable solutions, reporting software, and other applications.</p>
<p>8. Reporting Solutions: Describe reporting solutions you have implemented to integrate and report aggregate data from your systems. Include the tools, software, <i>etc.</i> used to implement the reporting solution and types of State resources that would be needed.</p>
<p>9. Describe your project management methodology, including resources necessary for an implementation of this scope and size. Will you use business partners during implementation? Can you provide an example of an implementation plan?</p>
<p>10. Data Conversion: Describe the typical strategy and approach your company has utilized to convert structured data from existing systems. What were the challenges and successes with your approach?</p>
<p>11. Configuration: Describe the typical strategy and approach your company has utilized to convert configuration from existing systems. What were the challenges and successes with your approach?</p>
<p>12. Describe your user acceptance testing and training approach, including resources necessary for an implementation of this scope and size. What are the recommended State resources needed to assist in UAT and training?</p>
<p>13. How do you make sure business operations are not impacted during roll-out of the solution?</p>
<p>14. Describe your release management process for updates, current releases, maintenance, and customizations required for compliance with federal and state law. What are your communication methods for maintenance, support, and system updates? Will you use business partners for maintenance and support?</p>
<p>15. Describe your approach to the sustainability and ongoing maintenance of your solution.</p>
<p>16. Describe how you approach organizational change management for a solution of this type.</p>
<p>17. Challenges/Risks: Based on your experience, please list and briefly discuss the top five (5) challenges and/or risks you would advise the State to consider as it moves forward with the project. Please include suggested mitigation strategies.</p>

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods:
3. Describe the typical price range for implementation:
4. Describe the typical price range for annual maintenance and support:
5. Describe the typical price range for hourly/daily services: <ul style="list-style-type: none"> a. Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management) b. Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager)

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State: